



Serial No. 09/520,306

Appendix - Version With Markings To Show Changes Made

39. (Amended) A method for providing concierge-type services to a user comprising:
- (a) receiving, from the user, a communication in which a current request for a concierge-type service is communicated;
 - (b) providing to an agent at least one past request for the concierge-type service associated with the user to facilitate communicating the current request to [an] the agent;
 - (c) performing an action by the agent in an attempt to fulfil the current request;
 - (d) updating a status of fulfilment of the current request based on the last action performed, and setting a time limit when the attempt is unsuccessful;
 - (e) performing an action in an attempt to fulfil the current request based on the updated status when the time limit is reached;
 - (f) determining whether a selected condition is met;
 - (g) repeating (d), (e) and (f) if the selected condition is not met;
 - (h) providing the user with information concerning the current request based on the status of the fulfilment when the selected condition is met; and
 - (i) recording the current request in association with the user.

40. (Amended) The method of claim 39 wherein the selected condition includes fulfilment of the current request.

41. (Amended) The method of claim 39 wherein the current request concerns selected goods or service, and the selected condition relates to the time by which the selected goods or service is to be provided.

42. (Amended) The method of claim 39 wherein the current request concerns selected goods or service, and the time limit varies with an imminency of providing the selected goods or service.

43. (Amended) The method of claim 39 wherein the current request is accorded a priority, the time limit varies as a function of the priority.

45. (Amended) The method of claim 39 wherein the current request concerns goods or a service particular to the region where the agent is located.

52. (Amended) The method of claim 39 wherein the current request concerns selected goods or service, the method further comprising providing a recommendation of a provider of the selected goods or service to the user in response to the received current request.

53. (Amended) The method of claim 39 further comprising searching a database in response to the current request.

54. (Amended) The method of claim 53 further comprising generating an electronic ticket associated with the current request, and automatically inputting in the electronic ticket selected information derived from a search result.

57. (Amended) A method for fulfilling a request for a concierge-type service from a user comprising:

receiving the request, which concerns selected goods or service;

in response to the request, identifying a provider of the selected goods or service based on data concerning preferences of the user in a stored record;

generating a second record including at least information concerning a location of the provider; and

selecting an agent to process the second record to fulfil the request for the concierge-type service, the agent being selected based on a location of the agent relative to the location of the provider, wherein the agent and provider are not the same.

63. (Twice Amended) A method for providing information assistance service, comprising:

receiving a communication call by a user from a first communication device, the communication call including a request for a concierge-type service;

[determining an identifier associated with the first communication device] detecting by a processor an identifier associated with the communication device in receiving the communication call;

generating a record in response to the request; and

automatically incorporating at least the identifier in the record in fulfilling the request, wherein the information assistance service includes a directory assistance service comprising searching a database for connection information concerning a desired destination party, and connecting the communication call to a second communication device associated with the desired destination party based on the connection information.

75. (Twice Amended) A system for providing information assistance service comprising:

[a switching unit] an interface for receiving a communication call by a user from a first communication device, the communication call including a request for a concierge-type service[, the switching unit determining an identifier associated with the first communication device];

a device for generating a record in response to the request; and

a processor for detecting an identifier associated with the first communication device in receiving the communication call, the device automatically incorporating at least the identifier in the record in fulfilling the request,

wherein the information assistance service includes a directory assistance service comprising searching a database for connection information concerning a desired destination party, and connecting the communication call to a second communication device associated with the desired destination party based on the connection information.